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said routing component is adapted to route said queued changed media-type contact to at least one of said workstations.

REMARKS

Reconsideration and allowance of the above-identified application are respectfully requested. Claims 1-24 remain pending.

Claims 1-24 were rejected under 35 U.S.C. § 102(e) as being anticipated by Sikora et al. (U.S. Patent No. 6,449,646, the "646 patent"). This rejection is respectfully traversed.

Specifically, Applicants respectfully submit that the invention was conceived and reduced to practice before the filing date of the '646 patent, as the attached 37 CFR 1.131 affidavit (Rule 131 affidavit) avers. However, as is readily apparent, not all the inventors of the above identified application signed the Rule 131 affidavit, as two of them were unwilling to sign. A petition to enter a 37 CFR 1.47(a) declaration by John C. Mears is enclosed, which describes the steps Mr. Mears took, with exhibits as evidence, to contact the inventors. It is believed sufficient and necessary steps were taken to contact the inventors to obtain their signatures, but they were still unwilling to do so. Therefore, it is respectfully asserted that the petition be granted, the Rule 131 affidavit be entered, and the Examiner withdraw his rejection under 35 U.S.C. § 102(e) with respect to the '646 patent.

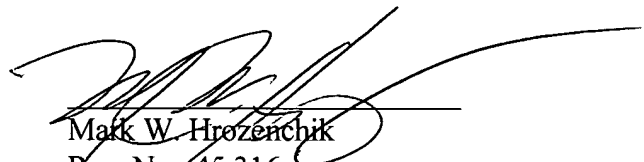
Claims 1-24 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Yuan (dated July, 1999). This rejection is respectfully traversed.

The Applicant believes the 35 U.S.C. § 103(a) rejection should be withdrawn for the same reasons that the 35 U.S.C. § 102(e) rejection should be withdrawn. Therefore, it is respectfully asserted that the petition be granted, the Rule 131 affidavit be entered, and the Examiner withdraw his rejection under 35 U.S.C. § 103(a) with respect to the Yuan reference.

In addition, during preparation of this Amendment, it was discovered that claim 5 should depend from claim 4 instead of claim 1. Claim 5 has been amended accordingly.

In view of the above, it is believed that the application is in condition for allowance and notice to this effect is respectfully requested. Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the telephone number indicated below.

Respectfully Submitted,



Mark W. Hrozenchik
Reg. No. 45,316

Dated: February 28, 2003



VERSION WITH MARKINGS TO SHOW CHANGES MADE

5. A system as claimed in claim [1] 4, wherein:

said queuing component is adapted to enter said changed media-type contact in
said common queue; and

said routing component is adapted to route said queued changed media-type
contact to at least one of said workstations.

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